



Qwest

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Kenneth T. Cartmell

Executive Director - Federal Regulatory

July 14, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-C155
Washington, DC 20554

RE: CFR 47, Section 63.100
Final Service Disruption Report, Willmar, MN
WLMRMNWIDS0

Dear Mr. Hatfield:

On June 14, 2000, Qwest¹ experienced a Service outage in Willmar, Minnesota. In accordance with the reporting rules, CFR 47, Section 63.100, enclosed is Qwest's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,

Attachments

cc: Mr. Robert Kimball
Mr. Doug Sicker

¹ On June 30, 2000, U S WEST, Inc., the parent and sole shareholder of U S WEST Communications, Inc., merged with and into Qwest Communications International Inc. Further, on July 6, 2000, U S WEST Communications, Inc. was renamed Qwest Corporation.

Final Service Disruption Report

Reporting Company: Qwest

Location of Disruption: Willmar, MN

WLMRMNWIDS0

1. Date and Time of Incident:

June 14, 2000 at 1307 CDT.

2. Geographic Area Affected:

Willmar, Appleton (APPLMNAPRS2), Litchfield (LTFDMNLIRS6), Morris (MRRSMNMOR5), Montevideo (MTVDMNMORS2), Olivia-Bird Island (OLIVMNOLRS5), and Ortonville (ORVLMNORRS8), MN were affected.

3. Estimated Number of Customers Affected:

Approximately 35,500 Qwest customers were affected by the outage.

4A. Types of Services Affected:

InterOffice, toll, and 911 services and non-critical FAA circuits were affected.

4B. 911 Service Affected:

Technicians were dispatched to the central offices to perform seven-digit local reroutes. All rerouting was complete by 1454 CDT.

5. Duration of Outage:

Service was restored at 1816 CDT. The total duration of the outage was 5 hours and 9 minutes.

6. Estimated Number of Blocked Calls:

There were approximately 198,900 blocked calls.

7A. Root Cause of the Incident:

The root cause of the incident was a fiber cable cut attributable to an inaccurate cable locate.

7B. Name and Type of Equipment:

6 Strand Fiber Optic Cable

7C. Specific Part of Network Affected:

Interoffice facility

8. Method(s) Used to Restore Service:

Technicians were dispatched to locate the cut and restore service. The damaged section of cable was removed and a replacement was spliced in place.

9. Steps Taken to Prevent Recurrence of Outage:

The following steps have been or will be taken to prevent recurrence of the outage:

- ◆ The locate contractor will use all records provided and physically locate facilities within 100 feet of excavation sites.
- ◆ The contractor will add staff to handle the workload so locate jobs are not rushed.
- ◆ The locate contractor will handle all locate requests within the required time frames, per Minnesota State Dig Laws.
- ◆ The Qwest Cable Damage Prevention Manager has met with the contractor to review all issues and corrective actions.

10A. Applicable Best Practice(s):

Qwest reviewed Network Reliability: A Report to the Nation, June 1993 and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section A – Fiber Optics Cable Dig-Ups

Reference 6.1.1 – Best Practices to Prevent Fiber Cable Damage Caused By Digging

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.4 Network Management Center

10B. Best Practice(s) Used:

Section A – Fiber Optics Cable Dig-Ups

Reference 6.1.1 – Best Practices to Prevent Fiber Cable Damage Caused By Digging

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.4 Network Management Center

10C. Analysis of Effectiveness of Best Practice(s):

Section A – Fiber Optics Cable Dig-Ups

Reference 6.1.1 – Best Practices to Prevent Fiber Cable Damage Caused By Digging

This recommendation describes cable locate requirements and damage prevention measures.

This practice recommends that the facility owner respond to cable locate requests and promptly and accurately establish and mark cable route locations. In this instance, a locate request was made but the contractor did not review all facility maps and did not identify the facilities in the area.

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

While this recommendation is specific to Signaling Networks, Qwest currently requires a root cause analysis on all significant network failures.

Section F – E911 Systems

Reference 6.4 Network Management Center

This recommendation describes the use of centralized network management centers to monitor the E911 network as a unique entity, separate from the rest of the network.

Qwest network traffic for E911 trunk groups is monitored in the two regional Network Management Centers. Qwest also has two Regional Network Reliability Operations Centers with responsibility for monitoring the health of the network.

Contact Person:

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00-085

FCC INITIAL REPORT
U S WEST - Large Scale Abnormal Condition Report (LSACR)
Service Disruption Report

☒ 120 MINUTE REPORT ☐ 3 DAY REPORT

ACR #: MN.000614.010Date of Incident: 06-14-00 Time Of Incident: 13:07:08 CDTGeographic Area Directly Affected: WILLMAR AND 6 REMOTES MINNESOTA
(Cities, LATA(s), States(s))CLLI code(s) for affected area: WLMRMNWID30Estimated Number of Customers Affected: ON GOING
(i.e. Access lines in the switch, LATA(s) or States(s))Types of Services Affected (e.g. Local, Toll, 800, 11, FAX etc.):Duration of Outage (Hours & Minutes): ON GOINGEstimated Number of Blocked Calls: ON GOINGApparent Cause of Incident: UNDER INVESTIGATIONMethod Used to Restore Service: UNDER INVESTIGATIONSteps Taken to Prevent Recurrence: UNDER INVESTIGATION

CONTACT PERSON: Kenneth Cartmell-Exec. Dir-Fed Regulatory Ph: 202-429-3136
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-or-
 Dave Rygh
 Director - Network Management Center
 Ph: 303-707-5608
 U S WEST
 700 W. Mineral, Littleton, CO 80120

Date Reported to FCC: 06-14-00Person Faxing Report: BOB GLADENTelephone Number: 1-800-879-1260

Time Reported to FCC: 14:20:00 PM
 (Include AM/PM, Time Zone)
 Time Confirmed with FCC:

FCC Contact Name: AGENT BOB

PRI FAX: Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975
Secondary FAX: Monitoring Watch Officer (301) 725-2521 - Confirm at (301) 725-2278

(To be used only at the direction of the Primary Fax Monitoring Watch Officer)

Also FAX to: U S WEST Federal Relations Office at (202) 296-5157

Also FAX to: Karen Eccli/Jane Quigley (303) 707-2229

Also FAX to: Glenda Weibel (206) 345-2129

Also FAX to: Bev Sharpe (303) 694-1719